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| A | **Post Details** |
|  | Job Title: | Passenger Services Roster Manager  | Function: | Passenger Services |
|  | Location: |  | Unique Post Number: |  |
|  | Reports To: | Head of Passenger Services Support  | Grade: | MG1 |
| B | **Purpose of the Job** |
|  | Effective leadership and development of the Roster team, ensuring the team are an appropriately skilled and motivated team.Manage and Partner with Passenger Services Managers to continual improvement of procedures and processes associated with staff rostering systems; improve rostering efficiency, and Cost Control. Optimise the Station Coverage in an efficient manner, taking into account staff availability, requirements and constraints. Produce rosters which maximise staff productivity balanced with operational costs and lifestyle factors.  |
| C | **Principal Accountabilities** |
| C1C2C3C4C5C6C7C8C9C10 | Accountable for the production of optimised station rosters that are compliant with company requirements, including the Franchise Committed Obligations. Lead the Roster team in producing efficient rosters, taking into account and proactively managing costs.Produce efficient & comprehensive rosters within agreed production deadlines and distribute the rosters as required.Management all elements of ‘off track/un-productive time’, including training, medical release, and annual leave.Review, support and feedback into Management team on the accuracy and quality of proposed master rosters both pre and post TT change and implementation.Maintain and update accurate records for staff costs to include; Rest days, Overtime and Sundays. Produce periodic financial and compliance/utilisation reports to the Business Manager. Assist the Business Manager with compilation of staff costs forecasts and budgetsAppointed Super User/Administrator for IRMA (rostering programme) and arrange IRMA training as required.Accountable for ensuring rosters comply with Hidden 18/ Fatigue & Risk Index on a weekly and periodic basis. |
| D | **Safety Responsibilities** |
| D1 | This post is required to undertake SAFETY CRITICAL WORK | Yes |  | No | **🗸** |
| D2 | This is a KEY SAFETY POST or nominated deputy | Yes |  | No | **🗸** |
| D3 | The holder of this post is identified as a KEY SAFETY MANAGER | Yes |  | No | **🗸** |
| D4 | The job requires competence in PERSONAL TRACK SAFETY | Yes |  | No | **🗸** |
| D5 | This job has SPECIFIC SAFETY RESPONSIBILITIES (if Yes see section D6 below)  | Yes |  | No | **🗸** |
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| D6 | The post holder has the following specific safety responsibilities: Not Applicable |
| E | **Decision making Authority** |
| E1 | N/A |
| F | **Most Challenging and/or Difficult parts of the role** |
| F1F2 | Meeting compliance and station coverage requirements within cost constraintsManaging conflicting priorities |

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| G | **Person Specification** |
|  | Southeastern aims to recruit people not just for jobs but for long term careers. We want good quality, talented people with the right attitude who will stay with us.For these reasons we look for evidence of Southeastern values and behaviours in all potential staff and our existing staff looking for promotion along with the particular experience/knowledge, skills and behaviours relevant to the position applied for. These areWe care passionately about our people and passengers* + we put ourselves in our passengers’ shoes to do what’s right for them
	+ we support our colleagues to be, feel and do their best
	+ we love the places we serve and do our bit for our communities and environment

 We aim to be the best* + we move with pace, we’re agile and learn from everything
	+ we relentlessly strive to be the best
	+ we are professionals with personalities

We make the difference together * + we are answerable to each other and our passengers
	+ we trust each other and do what we say we will
	+ we are stronger together than we are as individuals

We also have identified behaviours required to be successful in leading Southeastern. The Leading Southeastern framework details **how** we should be behaving in order to drive up performance to deliver **85**.  All shortlisted candidates seeking promotion will be assessed against this framework.The job demands the following blend of experience/knowledge, skills and behaviours (all are essential , unless otherwise shown and will be assessed by application and/ or interview/assessment) : |
| G1 | Experience, Knowledge & Qualifications (including any specific safety training requirements)Ability to conduct investigations and develop meaningful recommendationsQuestioning techniques.Ability to obtain Vocational Qualification in management.Good level of Computer literacy.Good knowledge of rostering process. Supervisory or Management Experience**Desirable**Thorough knowledge of conditions of service applicable to station staff. Good knowledge of relevant IRMA functionality. Thorough knowledge of Schedule 17, Gateline and Train Despatch compliance requirements. |
| G2 | Skills (including any specific safety critical competencies) Excellent attention to detail Sound decision making skillsFlexible approach to workingReport and letter writing skillsCustomer awareness and focusPlanning and organising Excellent team working Good communication, negotiation, motivational skills |
| G3 | Behaviours  |
| G4 | **Other** |
| H | **Dimensions of role** |
| H1 | Financial – Direct: |  |
| H2 | Financial – Other: |  |
| H3 | Staff Responsibilities – Direct: |  |
| H4 | Staff Responsibilities – Other: |  |
| H5 | Any Other Statistical Data: |  |
| I | **Acknowledgement** |
| I1 | Prepared By: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| I2 | Approved By (Head of Department): | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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|  **J** | **Job Description Briefing** |
|  | The post holder has been briefed on and understands the requirements of this Job Description and other related documents: |
|  | Name of post holder: |  | Signature: |  | Date: |  |
|  | Name of briefing manager: |  | Signature: |  | Date: |  |
| **K** | **Nominated Deputy for Safety requirements**  |
|  | If this is a KEY SAFETY POST (D2 in Safety Details above is YES) at least one nominated deputy must be identified. The Job Holder must ensure that the Nominated Deputy(ies) receives a copy of, and is briefed on this Job Description. If there are more nominated deputies, they should sign further copies of this Job Description. |
|  | The nominated deputy has been briefed on and understands the requirements of this Job Description and other related documents: |
|  | Name of nominated deputy: |  | Signature: |  | Date: |  |
|  | Name of briefing manager: |  | Signature: |  | Date: |  |